



# Pylon Technologies Co., Ltd.

No. 73, Lane 887, Zu Chongzhi Road, Zhangjiang Hi-Tech Park Pudong,  
Shanghai 201203, China

## **Consumer Warranty – US2000 PLUS HESS battery system**

### **1. Consumer Laws**

If you acquire the Product from an Authorised Reseller in Australia and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under the Australian Consumer Law (**ACL**). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you acquire the Product from an Authorised Reseller and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under the *Consumer Guarantees Act 1993*.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

### **2. Product Warranty**

Pylontech warrants that the Product will remain free of defects caused by improper workmanship or defective materials.

This warranty continues for the period of five (5) years from the earlier of:

1. the date of installation of the Product; or
2. six (6) months after the date the Product was manufactured,

**(Warranty Period)** subject to the conditions in clause 3 and the Exclusions in clause 5. This warranty does not include any accessories and tool kit items provided with the Product.

Pylontech will repair or replace the Product (or provide you with a refund) if the Product is defective and returned during the Warranty Period.

### **3. Warranty Conditions**

The warranties in respect of the Product only apply if the Product:

1. is purchased from Pylontech or an Authorised Reseller in the Territory;
2. has the official Pylontech serial number;
3. is installed in the Territory;
4. is installed, operated and maintained in accordance with the Product Instructions; and
5. be used on a daily cycle basis and only for residential Photovoltaic (PV) energy storage,

**(Warranty Conditions)**.

The warranties do not apply if the defect in or failure of the Product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.



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## 4. Claim

Claims can be made to the Authorised Reseller from whom the Product was purchased or from Pylontech directly.

You must, within 48 hours of a defect being discovered, notify Pylontech of a claim by:

1. if You registered the Product, completing the claim form on the Pylontech website; or
2. if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Pylontech at the below email address, or delivery or emailing the warranty card to the Authorised Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. present the certificate of warranty declaration in its original form;
2. submit the invoice for the procurement of the Product indicating the date of delivery; and
3. provide the Pylontech system log data recorded by the Product as an indication of whether or not the Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Pylontech directly, please contact:

**Address:** No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai;

**Post Code:** 201203

**Telephone :** +86 2151317693 / +86 2151317697

**Fax:** +86 21-51317698

**Email:** [service@pylontech.com.cn](mailto:service@pylontech.com.cn)

Pylontech may contact You for further information regarding a defect. Pylontech may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Pylontech.

If You dispute Pylontech's verification of the claim, the Product must be evaluated by an Australia government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Pylontech will be responsible for the testing costs).

If any testing of the Product's capacity is required, the testing must occur in the following conditions

- a) The ambient temperature of the Product must be  $25^{\circ}\text{C}\pm 2^{\circ}\text{C}$
- b) The initial temperature of the battery pods must be  $25^{\circ}\text{C}\pm 1^{\circ}\text{C}$
- c) Power shall be discharged by the Product at 10A as measured at the 54V DC link from an initial 100% charge capacity.

If the Product is no longer available, Pylontech may, at its discretion, replace the Product with a refurbished product or different product or parts with equivalent functions and performance according to the latest technical information available.



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## 5. Exclusions of Warranty

To the extent permitted by law, Pylontech excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. Battery damage caused by inverter failure;
2. the Product being installed with inverters which have not been certified by Pylontech;
3. Battery has not been operated properly according to the operation manual.
4. You treating the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;
5. transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
6. storage, installation, commissioning, modification or repair of the Product that has been performed by a person other than Pylontech or a Pylontech's certified installer;
7. abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Pylontech;
8. any attempt to extend or reduce the life of the product without written confirmation from Pylontech, whether by physical means, programming or others;
9. removal and reinstallation at another place from the original installation without the written confirmation from Pylontech;
10. water, conductive dust or corrosive gas;
11. the Product has been connected with different type battery modules;
12. Battery have been connected with battery not from Pylontech;
13. failure to install, operate or maintain the product in accordance with the Product Instructions;
14. normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
15. theft or vandalism of the Product or any of its components.
16. For the current limit we have a preferred working condition, please check the document "Recommended Working Condition".

## 6. General provisions

This warranty is subject to the law of the Territory.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

## 7. Definitions



# Pylon Technologies Co., Ltd.

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## In this document:

1. **Authorised Reseller** means an approved Pylontech retailer or distributor in the Territory.
2. **Consumer Law** means: Australian consumer law set out in Schedule 2 to the *Competition and Consumer Act 2010* (Cth);
3. **Minimum Capacity** means at least 70% of the Nominal Energy during the Warranty Period.
4. **Nominal Energy** means the initially rated capacity of the Product as printed on the label of the Product.
5. **Product** means US2000B HESS battery system manufactured by Pylontech;
6. **Product Instructions** means the instructions and manuals issued by Pylontech with the Product that set out how the Product should be installed and operated.
7. **Pylontech** means Pylon Technologies Co., Ltd of No. 73, Lane 887, ZuChongzhi Road, Zhangjiang Hi-Tech Park, Pudong, Shanghai.
8. **Territory** means Australia, depending on where the Product was purchased.
9. **You** means the natural person that acquired the Product.

## Note:

You warranty period could be extended to 7 years **FOR FREE** by successfully register your product on Pylontech website: [www.pylontech.com.cn/service/support](http://www.pylontech.com.cn/service/support)

For 7 years warranty period, the Minimum Capacity in this document means at least **70%** of the Nominal Capacity during the Warranty Period.

## Geoffrey Song

General Manager, International Division, Pylon Technology.

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